

Santel Communications Cooperative, Inc. (FRN 0003758877)

Appendix D

QUESTIONS? CALL US!
[605] 990-1000

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Service Availability



Customer Support



WebMail



Online Billing

Latest News

From the Daily Republic - Local Sports Coverage

MTC Features New Corn Palace Video

MTC Launches High-Def Service

MTC Launches Support Site

MTC Adds Sales Representative

Mitchell Marlin Hockey Available on Mitchell Telecom On-Demand



About Mitchell Telecom

Our Mission

Our mission is to be the best full-service broadband provider for telephone, digital television, and Internet services in Mitchell by leveraging the combination of people, innovative technology, and superior service. We are committed to customer-centric solutions; benefiting Mitchell area economic development, as well as our customers' quality of life.

Guiding Principles

Customer Satisfaction: Our highest priority. We listen and respond, are timely and exceed expectations with our products and services.

Simplicity, Speed and Service: We are passionate about leveraging today's technology to build simple customer-focused solutions, allowing greater quality of life and new opportunities.

Employee Commitment and Pride: Our strength within Mitchell Telecom is our employees. Developing a staff that is knowledgeable, committed to teamwork, and proud of what we do, as well as the community where we live and serve.

Continuous Innovation & Improvement: We will always ask and look for our customer's feedback to improve the use and quality of processes, people, products, and services.

Commitment to Our Community: Living and working in our community reminds us daily of who our customers are and what they need to succeed in their personal and professional lives. We are proud to be part of the Mitchell community's economic vitality, as well as the assumed social responsibilities for our neighbors.

Services

Mitchell Telecom offers a full array of communications services for both residential and commercial customers. A newly constructed fiber network brings services complete with advance features to the city of Mitchell. Local and Long Distance Phone Service, Internet products and Digital Cable TV anchor our product mix and are augmented with services like calling features, virus filters, and Personal Video Recorders. The best feature is each customer can build his or her service portfolio to their specific needs - ultimately leading to satisfied customers!

Office Hours:
8:00 am - 5:00 pm
Monday - Friday (thru lunch hour)

[605-990-1000](tel:605-990-1000)
Fax: [605-990-1010](tel:605-990-1010)
[contact mt](mailto:contact@mt)

Mitchell Palace Mall
1801 N Main St.
Mitchell, SD 57301

Handicap Accessibility

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers such as Mitchell Telecom to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the Federal Communications Act. Section 255 requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at [605-990-1000](tel:605-990-1000) for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

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Online Resources

Residential Rate Card

Phone

- Calling Feature User Guide
- Voice Mail User Guide

Internet

- Speed Test
- Acceptable Use & Network Management Policy
- Configuring Your Connection

Digital Cable

- Channel Lineup
- Using Parental Controls
- Using Video On Demand (VOD) - Pg. 3
- PVR User Guide



Stay connected from where you live to those you know. No matter how you connect, Mitchell Telecom provides a comprehensive suite of communications and entertainment options for your home over a state-of-the-art Fiber network.

Local & Long Distance Telephone Service

Get dependable phone service with a full slate of advanced features you know. Plus, try new features you may have never seen before like Find Me Ringing and Terminating Call Manager to make the service work for you. Add a simple, cost-effective calling plan tailored to your needs and you are ready to go. Choose the phone package for the most savings and get our most popular features Caller ID, Call Waiting and Voice Mail at no charge!

**MT Phone Package****\$24.95**

- **FREE** Caller ID, Call Waiting & Voice Mail
- Unlimited local calling
- Keep your existing number, or choose a new Mitchell Telecom Number
- Basic Phone Line

Phone Smart**\$33.95**

- Add any feature at **NO ADDITIONAL COST**
- Unlimited local calling
- Basic Phone Line

Basic Phone Line**\$16.25****Options**

- **Per Minute Long Distance** **\$0.08**
- **Unlimited Domestic Calling** **\$10.00**

Internet

Buckle up – blazing FAST service priced at the BEST value makes Mitchell Telecom your PERFECT home for broadband Internet service. FREE Email Spam & Virus Filtering, FREE Email Addresses, FREE Web Space and NO Modem to Purchase or Rent every month!

**Elite Broadband****\$38.95**

- Up to 25 Mbps (Download) / up to 10 Mbps (Upload)
The BEST Internet Value in Mitchell
- **FREE** Email Virus & Spam Protection
- **FREE** 10 MBs of Web Space
- Up to Five Mailboxes

Elite Broadband Plus**\$63.95**

- Up to 35 Mbps (Download) / up to 20 Mbps (Upload)
The BEST Internet Value in Mitchell
- **FREE** Email Virus & Spam Protection
- **FREE** 10 MBs of Web Space
- Up to Five Mailboxes

Elite Broadband Supreme**\$123.95**

- Up to 75 Mbps (Download) / up to 40 Mbps (Upload)
The BEST Internet Value in Mitchell
- **FREE** Email Virus & Spam Protection
- **FREE** 10 MBs of Web Space
- Up to Five Mailboxes

Basic Internet**\$19.95**

- **NOT AVAILABLE AS A SINGLE SERVICE**
- **64Kbps (Down & Up Speed)**

Digital Television

Cable boxes that literally fit in the palm of your hand bring the top quality digital signal to your home. Over 150 Digital Video, Music and Premium Channels, along with hundreds of movies and events

through Video On Demand and PVR service allows you to experience television entertainment like never before.



Cable TV Service

Digital TV \$54.95

- 130 Digital Channels
- Interactive Program Guide
- On Screen Caller ID
- Video On Demand

HD / DVR Upgrade \$ 9.00

- HD Programming
- Time Shifting PVR Functionality

Additional HD-only Boxes \$ 9.00

Additional HD / DVR Boxes \$14.00

Whole Home DVR \$ 4.00

- Play, manage and enjoy DVR recordings on EVERY box in the house
- Try it FREE for SIX MONTHS!!

Basic TV \$44.95

- **NOT AVAILABLE AS A SINGLE SERVICE**
- **65+ Channels**

Building the Better Bundle

Getting all of your services from one provider, on one bill, with one call for all assistance provides greater savings and increased convenience. Bundles are tailored by the customer for the customer, allowing you to choose only the services and features you need.



Bundles

Mitchell's Choice \$111.00

Start With...

- Phone Service with Caller ID, Call Waiting & Voicemail
- Elite Broadband
- Digital TV

Then choose two of the following add-on features...



Expanded Elite Broadband
(50 MB Down x 50 MB Up)

- HD / PVR Upgrade
- Unlimited Long Distance
- HBO
- Starz
- Showtime
- Cinemax
- An Additional HD Box (Only can package with an HD / PVR Upgrade)

Call 990-1000 Today and inquire about our new customer sign-up bonus!

UPGRADED!**Improved Take 2****\$90.00**

- Choose Expanded Elite Broadband (50 MB Down x 50 MB Up) AND Basic Cable - NOW including High-Definition Service for ONE low price
- Want Digital TV? Add \$11

Call 990-1000 Today and inquire about our new customer sign-up bonus!

Basic Triple**\$91.00****Our Latest Package Delivers the Basics**

- Basic Phone Line
- Basic Cable TV
- Elite Broadband

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8:00 am - 5:00 pm
Monday - Friday (thru lunch hour)

605-990-1000
Fax: 605-990-1010
contact mt

Mitchell Palace Mall
1801 N Main St.
Mitchell, SD 57301

*All pricing information is based on a monthly charge unless noted otherwise. Actual Internet throughput will vary due to server speeds, Internet traffic and other computer processing issues.

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Online Resources

Get A Quote

Phone

- Calling Feature User Guide
- Voice Mail User Guide

Internet

- Speed Test
- Acceptable Use & Network Management Policy
- Configuring Your Connection



Small and large businesses have unique demands to communicate to customers, vendors and business partners alike. Whether your business is Main Street Mitchell, Nationwide or the World Wide Web, Mitchell Telecom can create an affordable solution for your company's size and communication needs to remove distance & complexity from the equation. Your customers add value to relationships with businesses they feel close and thus desire to repeat business.

Mitchell Telecom is a locally owned and operated company which means our customers are also our neighbors. Our purpose and mission is guided by our dedication to serving community which in part is by providing superior customer service to our local businesses.

Please take a moment to review the many areas where we can help your local businesses' telecommunication needs and then contact one of our Sales reps for a quick, no obligation review of your communication needs.

Local & Long Distance Telephone Service

Commercial phone service needs are as unique as the businesses themselves. Whether you need one line or 100, Mitchell Telecom will create a cost-saving package specifically to fit your phone needs.



Basic Business Phone Lines **\$28.00**

Business Select Phone Package **\$33.00**

- Basic Business Phone
- Choose up to FIVE features at no charge

Discounts exist for Multiple Lines, Bundled Services & Term Agreements. Contact sales for more information.

Internet

A state-of-the-art fiber network brings Broadband Ethernet to your business. The standard package has up to 10Mb download speed and includes FREE Email Spam and Virus Filtering, FREE Email Addresses and FREE Static IP. Additional packages available and can be tailored to fit your needs - [contact](#) a sales representative today.



Elite Broadband **\$54.95**

- Great Small Business Solution
- Up to 25 Mbps (Download) / 10 Mbps(Upload)
- Static IP
- Five Email Addresses

Elite Broadband Plus **\$94.95**

- Ideal for Medium Sized Businesses with Multiple Users
- Up to 35 Mbps (Download) / 20 Mbps(Upload)
- Six Static IPs
- Ten Email Addresses

Elite Broadband Supreme **\$224.95**

- Up to 75 Mbps (Download) / Up to 40 Mbps(Upload)

High-Capacity Services

Point-to-Point Circuits, Dedicated Voice/Video/Data Circuits, Ethernet and more. If your business depends on connectivity, bandwidth, security, reliability, and survivability - we've got a solution and competitive rates for you.



High Capacity Circuits

Contact for Quote

- Additional Bandwidth
- Dedicated Connections
- Voice Options

[Contact Sales for more information](#)

Web Hosting

Doing business on the Internet is pretty standard in today's marketplace. We provide the tools for you

to build your own website and then we'll host it for you.



Web Hosting

- Web, Domain & Email Hosting
- FTP Services

[Contact Sales for more information](#)

[Contact for Quote](#)

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Conference Calling

Let us show you how features like our automation and Internet features will help you save time and money.

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